

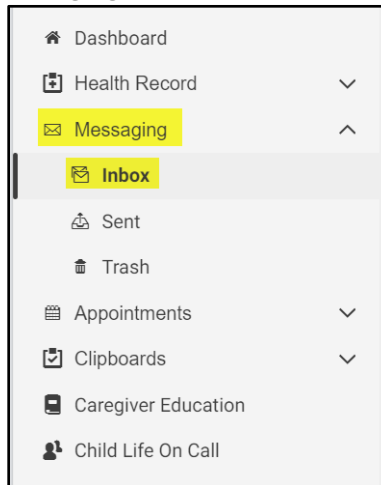


As a leader in transitional healthcare, we provide exceptional services for children with complex medical needs by reimagining what is possible and inspiring life-changing solutions for patients and families.

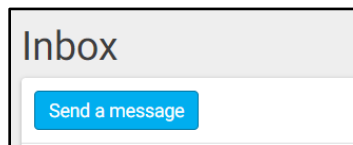
Messaging a Provider in MyRankenJordan

MyRankenJordan allows for communications between the portal user and the patient's provider(s).

1. Within MyRankenJordan, select 'Messaging' and then 'Inbox'.



2. Click 'Send a message'.



3. In the 'To' field, select a provider's name. Multiple providers can be selected if necessary.

This request is sent on behalf of
Patient Name

* To

Select a recipient



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4. Input a subject.

* Subject

5. Optional: Select 'Choose File' to upload an attachment to the message. This attachment will be sent along with the message.

Attachments Maximum file size is 25 MB

Choose File No file chosen

[Add another attachment](#)

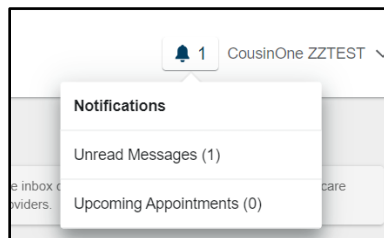
6. In the 'Message' field, write your message.

7. Click 'Send' to send the message.

Send Cancel

Message Replies:

8. You will receive an email in the inbox of the associated email address whenever a new message is available in your portal.
9. With in the portal, you will also be notified by:
- The top notification bell icon:





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b. A blue line within the inbox which shows that a message is unread:



Note: These inboxes may be unmonitored at times. For urgent matters, please dial 911.

The above information contains screenshots from the desktop version of MyRankenJordan. The mobile view of the portal may look slightly different.

- **For any errors or issues registering for MyRankenJordan, please contact 877-621-8014.**
- **For questions regarding MyRankenJordan or the information displayed, contact the front desk at 314-872-6400.**